

EFFECTIVE O&M PROGRAMS WORKSHOP

Winning the Customers' Confidence



AWWA Members \$195 ● Non-Members \$295

Thursday, July 19, 2018 from 7:30 AM – 4:30 PM

Western Municipal Water District, 16451 El Sobrante Road, Riverside, CA 92503

Wednesday, October 3, 2018 from 7:30 AM – 4:30 PM

CA-NV Section, West Sacramento Training Office, 3920 West Capitol Avenue, Suite 100, West Sacramento, CA 95691

Workshop Objective: To provide expertise and knowledge to aid personnel to develop, implement and sustain programs to continuously win the support of their customers.

Workshop Outline:

1. Identifying the real water-related concerns of the customer
2. The benefits to the customer when a Supervisor knows the productivity of their Employees
3. Developing and teaching Employees with the goals of the organization in mind
4. Monitoring and modifying Employee behavior to represent the best public image
5. Knowing the value and importance of persuasively engaging the customers
6. Establishing and coordinating the effectiveness of O&M programs with the customer concerns
7. Measuring the success of your programs
8. Properly planning for O&M program sustainability

**Earn up to
8 contact
hours**

Instructor: Ken Morgan

Visit www.ca-nv-awwa.org for more information or call the Section office at 909.481.7200

EFFECTIVE O&M PROGRAMS WORKSHOP

Winning the Customers' Confidence

Registration Form

Riverside – July 19, 2018 **West Sacramento – October 3, 2018**

AWWA Member \$195 / Non-member \$295

Attendee Name: _____

Attendee Mailing Address: _____

City: _____ State: _____ Zip: _____

Cell Phone: _____ Home Phone: _____

Attendee E-mail: _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Company Phone: _____ Fax: _____

AWWA Member #: _____

***Registration will not be processed without PAYMENT**

Make checks payable, in U.S. funds, to CA-NV AWWA

Check # _____ PO # _____

(Must be accompanied by a physical copy of the Purchase Order)

Payment Method: Credit Card: Visa ___ MC ___ AMEX ___

Name on Card: _____

Credit Card # _____

Exp. Date: _____ Billing Zip Code: _____

Authorized Signature: _____

Total Amount Due: _____

If you need a copy of your receipt, please enter e-mail address:

E-mail _____

To register or cancel your registration at any time, please contact Shobhana at 909.291.2117.

Please fill out this form completely and mail to:

**CA-NV Section AWWA
10435 Ashford St., 2nd Floor
Rancho Cucamonga, CA 91730**

Or you can **fax** it to **(909) 291-2107** (secure fax line). Or **email** it to **schickarmane@ca-nv-awwa.org**

CONTACT HOURS

All Contact Hours are emailed. In order to receive your Contact Hours, you must include your email address on this form. For attendance verification you must sign in and out. You must be in attendance for the full time in order to be awarded full credit. If your attendance cannot be verified you will not be issued Contact Hours. The Contact Hours advertised by the CA-NV AWWA are only an estimate, final hours are determined upon an audit of your record. It can take up to 30 days to process and issue your Contact Hour certificates.

CA-NV AWWA CANCELLATION POLICY

Requests for refunds and requests for transfers must be made in writing and are subject to the following conditions: Full refund of fee paid (minus \$50.00 handling fee) will be issued for cancellations received more than two weeks prior to class date. All fees are non-refundable thereafter. Transfers are based on the availability. No transfer requests will be authorized within 72 hours prior to the class date.